Valley First Credit Union – View eStatements

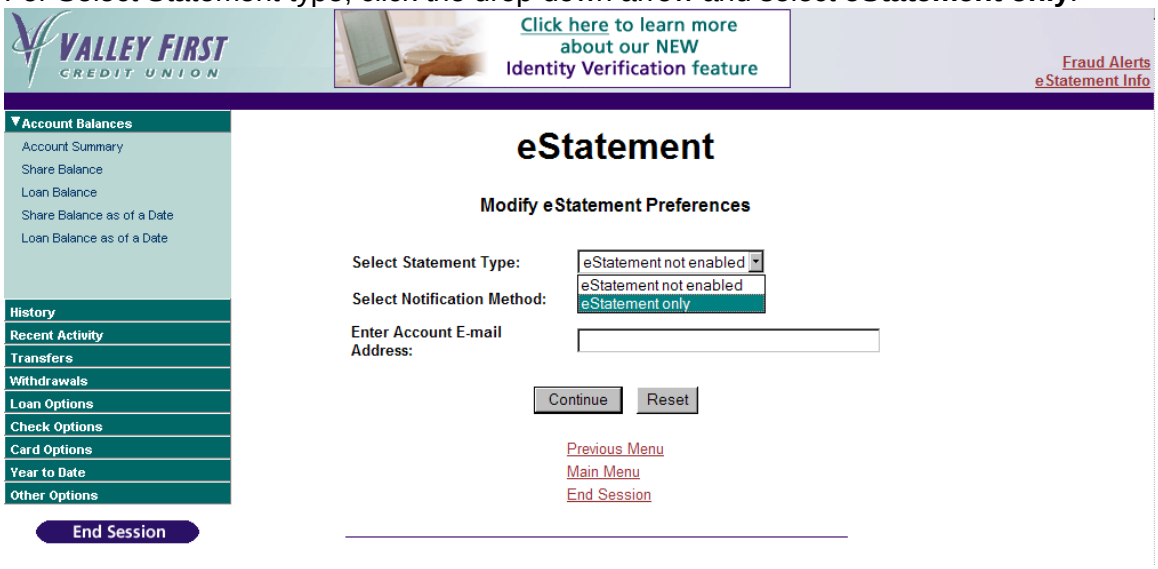
eStatements are now available with a single click of your mouse!

If you are already enrolled for eStatements, simply click on the View eStatements link on the Home Banking menu after you've logged in, and your eStatements will appear in a separate window. (If you have any problems doing this, please see the **Frequently Asked Questions** (FAQs) at the end of this document.)

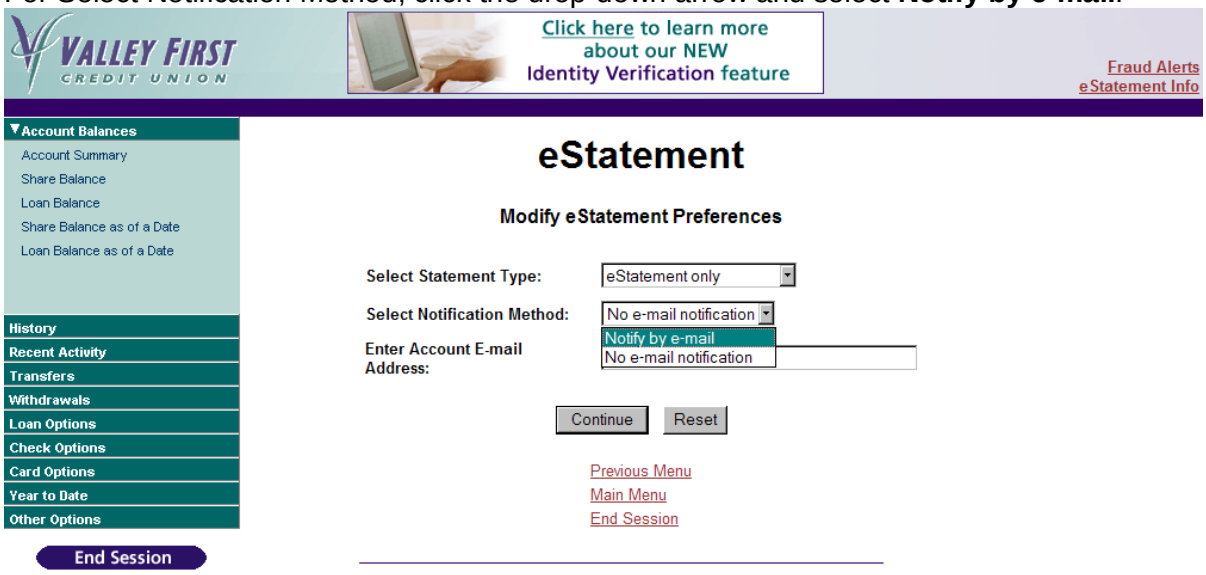
If you are not currently receiving eStatements and would like to sign up for this, you now have it in your control!

Click on **View eStatements** from the Home Banking menu. You will be brought to the Modify eStatement Preferences screen.

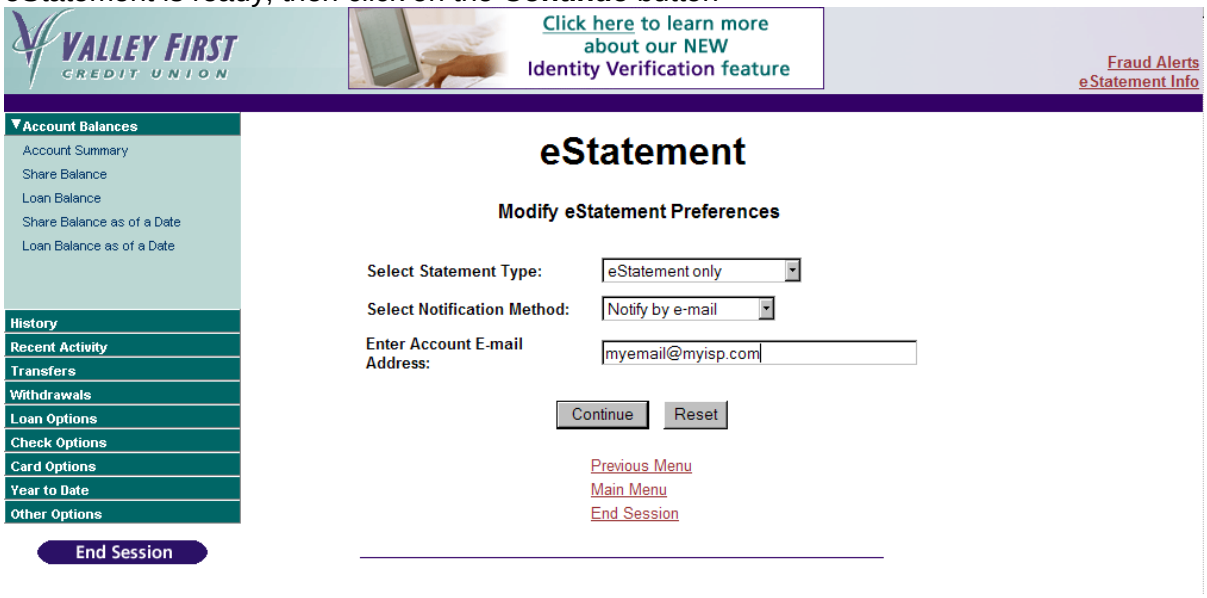
For Select Statement type, click the drop-down arrow and select **eStatement only**.



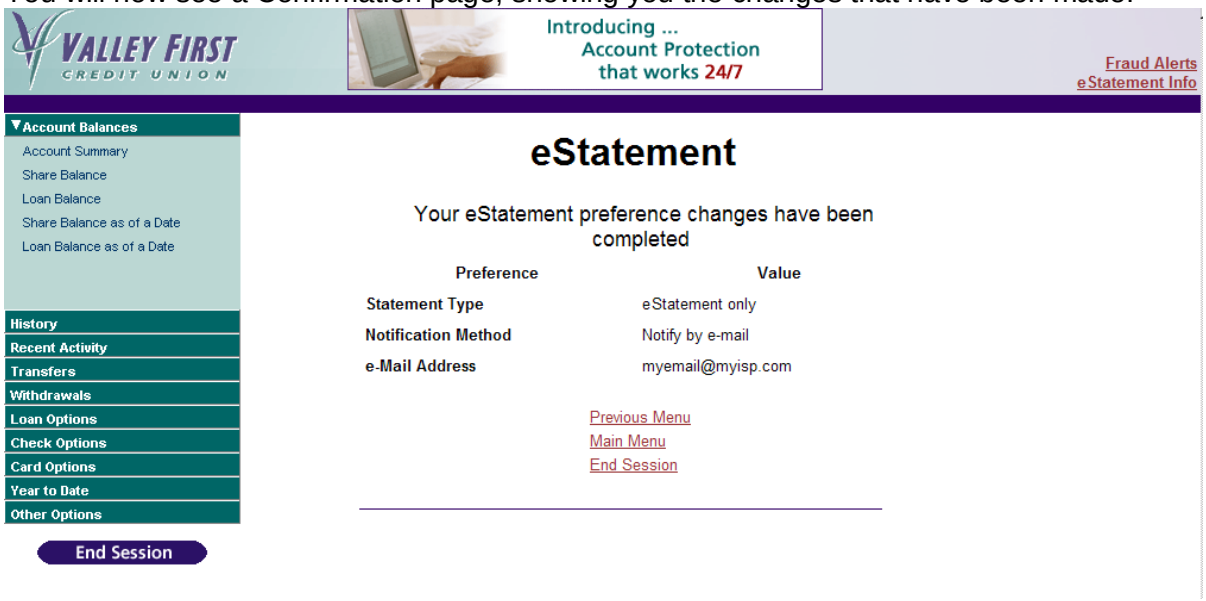
For Select Notification Method, click the drop-down arrow and select **Notify by e-mail**.



Next, enter in your email address where you want to receive notifications when a new eStatement is ready, then click on the **Continue** button



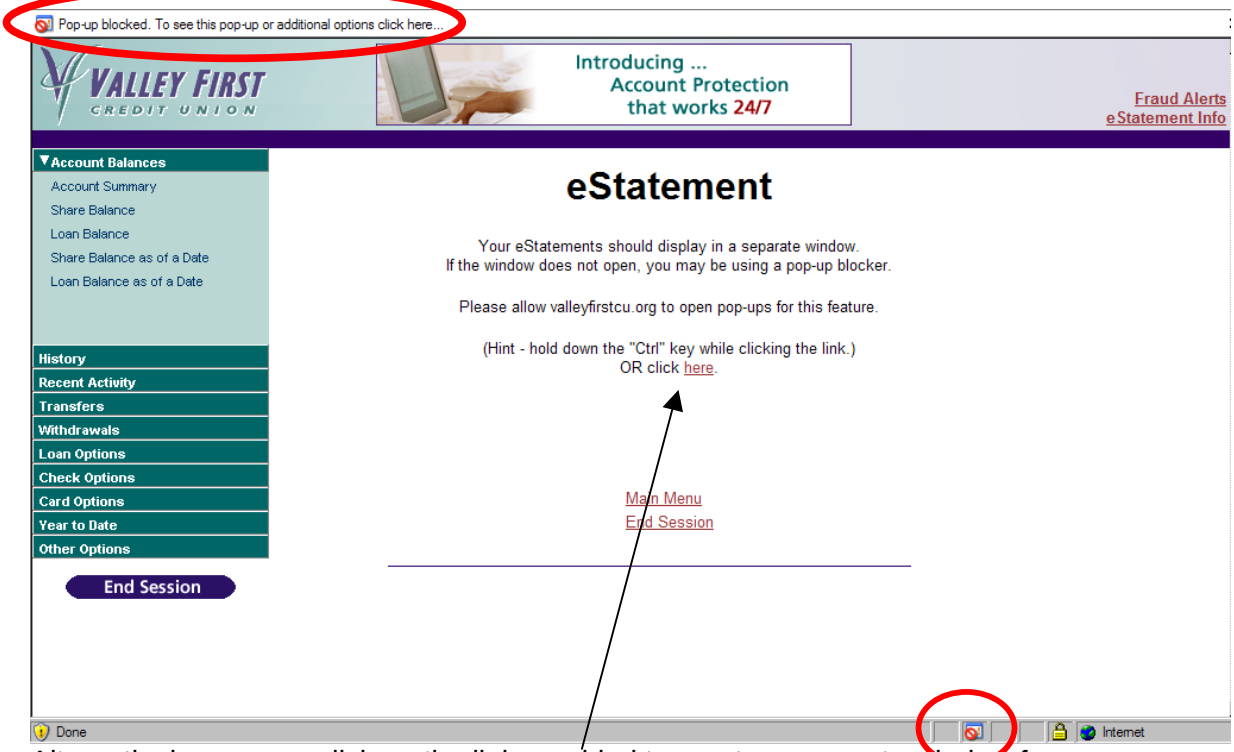
You will now see a Confirmation page, showing you the changes that have been made.



You are now ready to start using View eStatements. Click on **View eStatements**.

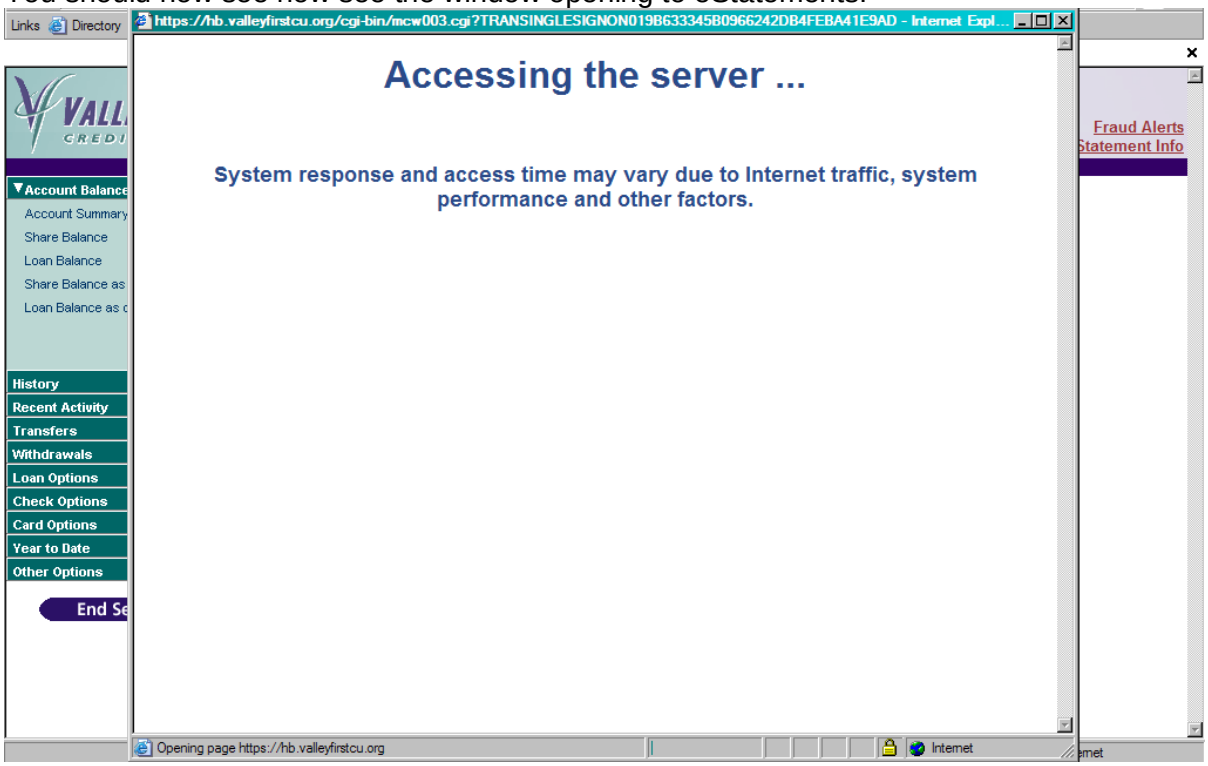
If you have a Pop-up blocker enabled, you may see a notification similar to the following.

See the FAQ section at the end for information on how to allow Valley First Credit Union Home Banking to use this feature.

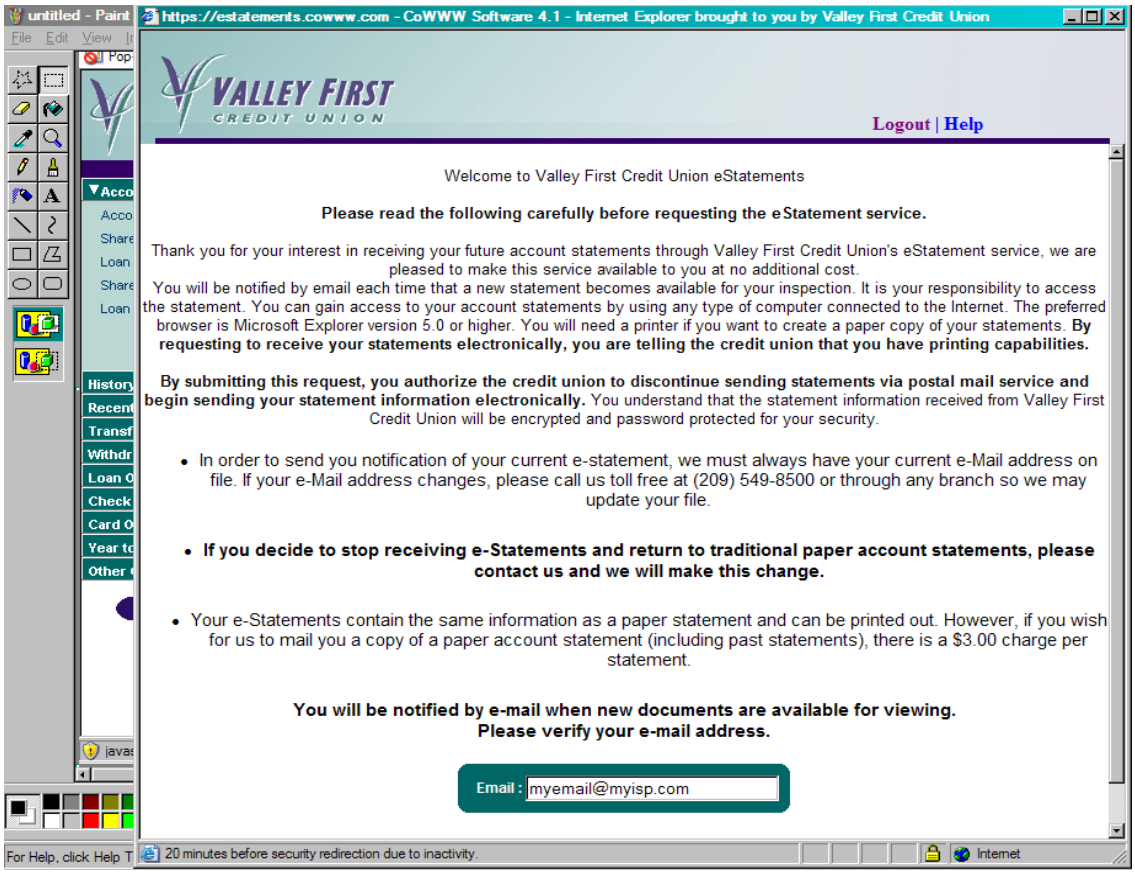


Alternatively, you can click on the link provided to create a separate window for your eStatements to open in.

You should now see now see the window opening to eStatements.



After a brief connection, you will see a page which contains important information regarding our eStatement service.


untitled - Paint
https://estatements.cowww.com - CoWWW Software 4.1 - Internet Explorer brought to you by Valley First Credit Union
VALLEY FIRST CREDIT UNION
Logout | Help
Welcome to Valley First Credit Union eStatements
Please read the following carefully before requesting the eStatement service.
Thank you for your interest in receiving your future account statements through Valley First Credit Union's eStatement service, we are pleased to make this service available to you at no additional cost.
You will be notified by email each time that a new statement becomes available for your inspection. It is your responsibility to access the statement. You can gain access to your account statements by using any type of computer connected to the Internet. The preferred browser is Microsoft Explorer version 5.0 or higher. You will need a printer if you want to create a paper copy of your statements. By requesting to receive your statements electronically, you are telling the credit union that you have printing capabilities.
By submitting this request, you authorize the credit union to discontinue sending statements via postal mail service and begin sending your statement information electronically. You understand that the statement information received from Valley First Credit Union will be encrypted and password protected for your security.
In order to send you notification of your current e-statement, we must always have your current e-Mail address on file. If your e-Mail address changes, please call us toll free at (209) 549-8500 or through any branch so we may update your file.
If you decide to stop receiving e-Statements and return to traditional paper account statements, please contact us and we will make this change.
Your e-Statements contain the same information as a paper statement and can be printed out. However, if you wish for us to mail you a copy of a paper account statement (including past statements), there is a $3.00 charge per statement.
You will be notified by e-mail when new documents are available for viewing.
Please verify your e-mail address.
Email : myemail@myisp.com
20 minutes before security redirection due to inactivity.
Internet

It will ask you to re-enter the email address entered earlier, then click on the **Accept** button.

https://estatements.cowww.com - CoWWW Software 4.1 - Internet Explorer brought to you by Valley First Credit Union
VALLEY FIRST
CREDIT UNION
Logout | Help
Welcome <Your name here>
You may access your eStatements by clicking on the link below.
IMPORTANT : If you would like to view statement information for another account, or are finished with your current session, please logout using the "Logout" link at the top right of the screen.
Documents
2007 Tax Docs ######
Statements ######
Unviewed Documents
Your eStatement is Available
Links :
Valley First CU Home
Terms and Disclosures
Change Password
Privacy Policy
CUonVacation
Valley Focus Newsletter (front)
Valley Focus Newsletter (Back)
What Shade of GREEN are You?
Money Market Accounts
Ready when you are!
For Best Results : Download the latest Internet Browser & Adobe Acrobat Reader to view Help files
Get Acrobat
Microsoft Internet

When you are done viewing your eStatements, you may click on the Logout link or simply close the internet browser window.

Your Home Banking is still open! Don't forget to log out of Home Banking as well.

Frequently Asked Questions (FAQs)

1. When I try to View eStatements, nothing happens. Why?

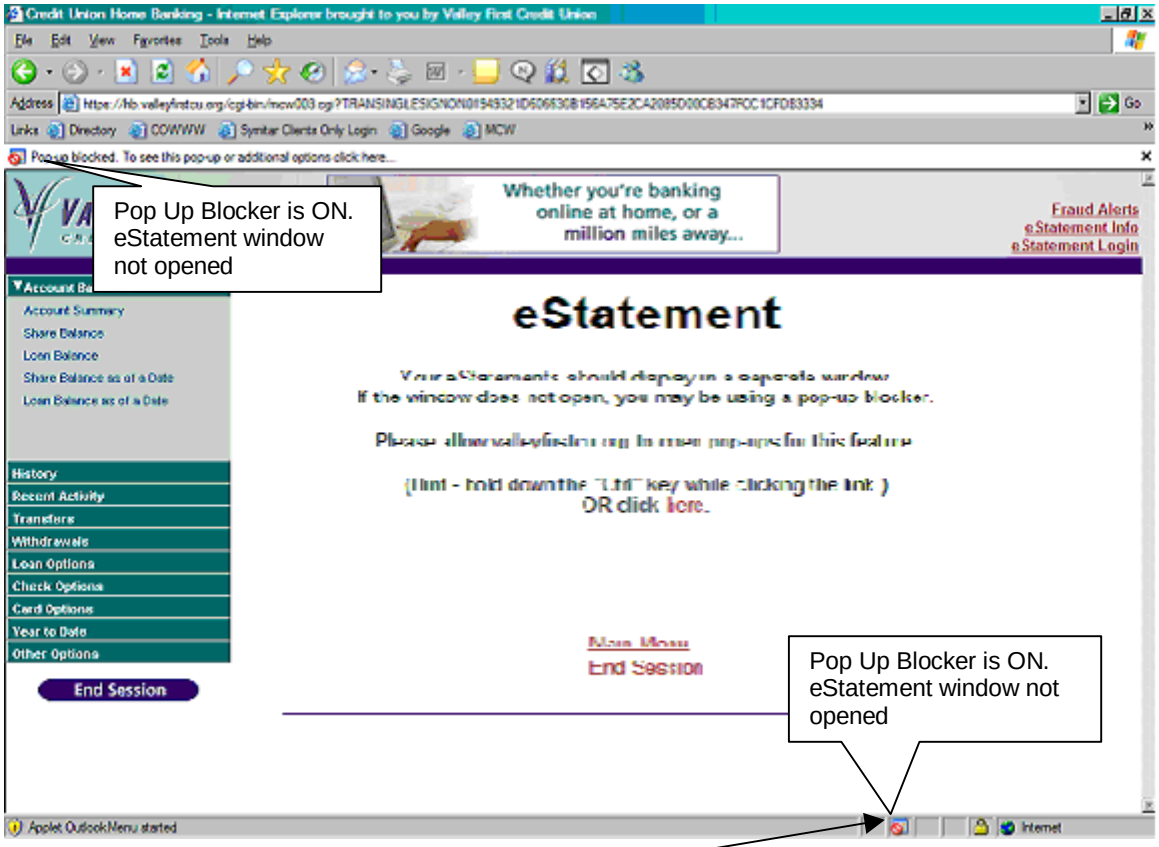
    a. Some functions within Home Banking make use of the "pop-up" technology. This allows you to view additional information related to your account. In order to view these items, you need to allow VFCU to open these additional windows. Since there are many **pop-up blockers**, we may not be able to address each one, but your user's manual should tell you how to allow certain web sites the ability to open pop-up windows.

Internet Explorer

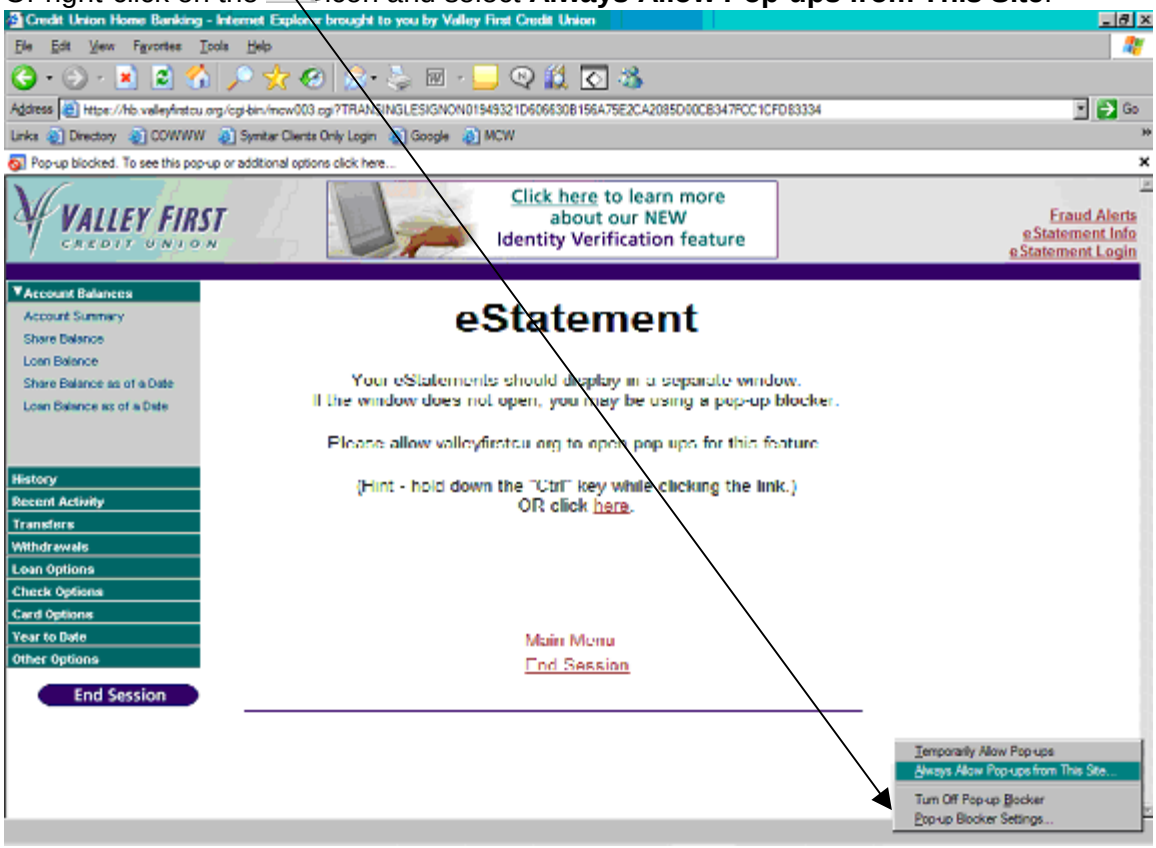
ver 7.x (Windows)	1. Click on **Tools** / **Internet Options** on your menu bar. 2. Click on the **Privacy** Tab 3. In the Pop-Up Blocker section, click the **Settings** button. 4. In "Address of Web site to allow" textbox, type in ***.valleyfirstcu.org**, Click the **Add** button. 5. Click **Close** button to save your changes.
ver 6.x (Windows)	6. Click on **Tools** / **Internet Options** on your menu bar. 7. Click on the **Privacy** Tab 8. In the Pop-Up Blocker section, click on the **Settings** button. 9. In the Address of Web site to allow, type in ***.valleyfirstcu.org**, then click on the **Add** button. 10. Click **Close** to save your changes.

Firefox

ver 3.0.5	11. On the Firefox Menu bar, click **Tools**, then **Options** 12. Click **Content** from the icons at the top of the Options menu 13. Click the **Exceptions** button to the right of the checked item “Block pop-up windows” 14. In the “Allow Sites – Pop-ups”, type in **valleyfirstcu.org,** then click on the **Allow** button 15. Click on the **Close** button



Or right-click on the icon and select **Always Allow Pop-ups from This Site**.



2. When I click on View eStatements, a new window opens, but I see a message that says “Sorry, but we cannot complete your request at this time. Please contact your credit union.”

    a. This is likely due to eStatements having record of your email address, but the credit union does not currently have it.

       To resolve this problem, select **My Email Address** in **Other Options** in the Home Banking menu. Follow the prompts to update your email address to ***the same email address as you currently use for eStatements.***

3. When are eStatements available?
    a. eStatements are generally available on the 1st business day of the month.

4. How will I receive know when a new eStatement is ready?
    a. An email notification will be sent when a new eStatement is ready to be accessed.